

PROMOTION AND HEALTH EDUCATION FOR HEALTH BASIC UNITS WORKERS: EXPERIENCE REPORT

PROMOÇÃO E EDUCAÇÃO EM SAÚDE PARA TRABALHADORES DE UNIDADES BÁSICAS DE SAÚDE: RELATO DE EXPERIÊNCIA

PROMOCIÓN Y EDUCACIÓN EN SALUD PARA LOS TRABAJADORES DE LAS UNIDADES BÁSICAS DE SALUD: RELATO DE EXPERIENCIA

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ABSTRACT

The health worker is exposed to several occupational stressors: exhaustive journeys, task overload and precarious resources for the development of daily actions. It is necessary to carry out activities directed to the care of them, in order to improve the quality of life of these workers and the service provided by them. **Objective:** to develop health promotion and prevention actions for professionals from Basic Health Units. **Method:** experience report of a descriptive nature, carried out during the traineeship of the nursing course, in a city of Minas Gerais, in the period from August to December of 2015. It was used a semi-structured questionnaire to survey workers' demands and Education activities and health promotion, reaching 39 professionals. **Results:** the actions provided well-being, valorization of life and health of the worker, satisfaction and relaxation. **Conclusion:** it is important to carry out health promotion actions for these professionals, who often have their health neglected.

Keywords: Occupational health. Health promotion. Human Engineering. Primary Health Care.

RESUMO

O trabalhador da saúde está exposto a diversos estressores ocupacionais: jornadas exaustivas, sobrecarga de tarefas e recursos precários para desenvolvimento de ações cotidianas. Torna-se necessário realizar atividades direcionadas ao cuidado dos mesmos, a fim de melhorar a qualidade de vida destes trabalhadores e o serviço prestado por eles. **Objetivo:** desenvolver ações de promoção e prevenção à saúde para profissionais de Unidades Básicas de Saúde. **Método:** relato de experiência de natureza descritiva, realizado durante estágio curricular do curso de Enfermagem, em um município de Minas Gerais, no período de agosto a dezembro de 2015. Utilizou-se questionário semi-estruturado para levantamento das demandas dos trabalhadores e elaboração das atividades de educação e promoção à saúde, atingindo 39 profissionais. **Resultados:** as ações proporcionaram bem-estar, valorização da vida e saúde do trabalhador, satisfação e relaxamento. **Conclusão:** É importante realizar ações promotoras de saúde para esses profissionais que, muitas vezes, tem sua saúde negligenciada.

Descritores: Saúde do Trabalhador. Promoção em Saúde. Engenharia Humana. Atenção Primária à Saúde.

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RESUMEN

El trabajador de la salud está expuesto a diversos estresores ocupacionales: jornadas exhaustivas, la sobrecarga de trabajo y la escasez de recursos para el desarrollo de las acciones cotidianas. Es necesario realizar actividades dirigidas al cuidado de los mismos, a fin de mejorar la calidad de vida de estos trabajadores y el servicio prestado por ellos. **Objetivo:** desarrollar acciones de promoción y prevención a la salud para profesionales de las Unidades Básicas de Salud. **Método:** relato de una experiencia de la naturaleza descriptiva. Realizado durante el estagio curricular del curso de enfermería, en una ciudad en Minas Gerais, en el período de agosto a diciembre de 2015. Se utilizó cuestionario semiestructurado para el levantamiento de las demandas de los trabajadores y de las actividades de educación y promoción de la salud, participando 39 trabajadores. **Resultados:** las acciones proporcionaron bienestar, valoración de la vida y salud del trabajador, satisfacción y relajación. **Conclusión:** es importante realizar acciones promotoras de salud para estos profesionales que, muchas veces, tienen su salud descuidada.

Palabras claves: Salud del trabajador. Promoción en salud. Ingeniería humana. Atención primaria a la salud.

INTRODUCTION

The National Health Politic of the Worker is searching the development of the actions to the integral care for health of that population, specially at surveillance, aiming at the promotion and the protection of population health, and at the reduction of morbimortality due to development models and to productive processes.¹

Health worker is exposed to so many different occupational stressors as exhaustive work days, “overload of tasks and poor conditions, either from human or material resources, besides the living with the pain and the suffering from others, completed of own meanings”, therefore, he also needs care.² Excessive and continuous levels of stress at work over time can result in feelings of hopelessness, loneliness, depression, anger, impatience, irritability,

tension, decreased empathy, low energy sensation, weakness, concern, headaches, nausea, muscular tension, lower back or neck pain and sleep disturbances, factors that increase the susceptibility to diseases for the worker.³

Every human being has basic needs that must be seen for his complete welfare, reflecting on his own quality of health.⁴ A healthy and satisfied worker reaches greater productivity to his job, so taking care of workers is essential to maintain the continuity and quality of the service provided.

Based on this assumption, it is necessary to carry out activities directed to the care of the workers, in order to improve their quality of life. To this end, an intervention project was established with the intention of developing actions aimed at

promotion and education on health for professionals in the Family Health Teams (ESF, in Portuguese).

METHOD

This is an experience report of descriptive nature, carried out in three Basic Health Units (UBSs) of a municipality of Minas Gerais, during the 9th semester of the Nursing course of the Federal University of Minas Gerais State.

Firstly, a survey of workers' demands was made, by a questionnaire developed for this purpose, a total of 35 people. The issues established the main occupational complaints, whether workers practiced physical activity, health problems, and suggestions for activities to be addressed/offered on the day of action. In the questionnaires were reported an average work time of 6 years – minimum of 2 months and maximum of 18 years; the main occupational complaints were: muscular pain in lower limbs and lower back, fatigue and stress; and the main suggestions for activities to be covered were stretching, dancing, massage, postural tips and relaxation techniques.

After analyzing these data, a plan of actions and activities of care for the workers was organized and it was developed during

two days in the three UBSs. The schedules of the groups were designed so as not to interfere with the progress of their services.

The proposed activities were divided into two moments: Health Education, with presentation and discussion of topics such as work gymnastics, ergonomics, and skin care; and Health Promotion, with the care of workers such as foot soak, massage, body stretching, auricular therapy, acupuncture and zumba©. The activities were supported by a nurse, a physical educator, two physiotherapists, a beauty consultant, a teacher, and academics.

In addition to the activities developed during the days of intervention, we highlight to the professionals the importance of work gymnastics and we encourage them to do it at least three times a week. To help them perform it, we provide a chart with images of positions and instructions to be daily followed by professionals. Each picture was put in the room of community health agents, in the nursing office, doctors' offices and dental office.

To evaluate the public's satisfaction with the health promotion action, an evaluation instrument was created, which should be completed after participation in the activity.

RESULTS AND DISCUSSION

There were 39 participants in the three UBSs, of which 66.7% classified the intervention as excellent, 30.8% as optimal and 2.5% as good.

Regarding the difference perceived on the work day, 41% indicated that the action made their day better, 43.6% felt more willing, 25.6% more valued and 5.1% did not feel changes on the work day. They could choose more than one answer.

The practice of activities such as work gymnastics and health education on ergonomics provide this improvement in workers' quality of life and reduces accidents and injuries at work.⁵

All of them reported a desire to participate more frequently in activities, because they felt encouraged and valued, leaving the routine, perceiving improvement in performance, quality of work and decrease in daily stress. In addition to that, all participants considered the activity as a health promotion and, among the activities offered, massage, foot scaling, skin care and zumba© were the most praised.

Massage has been recognized as one of the most effective therapies for pain relief and disease prevention, in what it proposes that the one who receives the massage knows his body and his tensions, besides

improving the blood and lymphatic circulatory system in the region, with physical and emotional benefits.⁶

The accomplishment of massage and corporal stretching provides moments of relaxation, welfare and contributes to the disposition, valorization and perception of the care.

The practice of foot soak is to rest your feet in a bowl of warm water with herbs, aiming to relax and slow down the hectic pace of daily routine, as it is able to combat the sensation of tired and suffering feet. The technique occurs by dipping your feet in a bowl of hot water a period of 15 minutes, followed by 5 minutes of moisturizing cream massage. Some herbs, bath salts or essences are added to the water to aid in the reduction of stress.⁷

The fact that Health Center employees are for many hours standing or working sitting, without moving their legs, has directed our option to offer foot soak as one of the health promotion actions for caregivers. Thus, we try to provide a moment of relaxation and to avoid the feeling of tiredness in the legs and feet at the end of the day.

When considering the promotion of worker health, we consider some pertinent questions to the service and we realize that

the care related to the protection of the skin is important for the professionals of the basic support, especially when they are workers that carry out home visits, like the community agents of health, nurses and doctors.

There is a constant discussion of the danger posed by sunrays to skin health. "Exposure to ultraviolet (UV) radiation has a cumulative effect and penetrates deeply into the skin and is capable of causing various changes." Indispensable for the formation and absorption of vitamin D, exposure to the sun, when in excess, can be harmful and cause redness, burns, premature aging and even skin cancer.⁸

The professionals were oriented about the healthy habits of life, which are usually indicate to the users of the system, but they do not always perform them: sleep well, eat well and hydrate are necessary attitudes for physical and psychological welfare.

The Brazilian Society of Dermatology discusses these daily care and guides the performance of skin cleansing, to "prevent the accumulation of oil and makeup residue, pollutants, dust", dirt that favors the appearance of blackheads and contributes to the premature aging; skin exfoliation twice a week to remove dead

cells and stimulate cell renewal; the daily intake of at least two liters of water; the use of hats, t-shirts and sunscreens, as protective barriers; the regular observation of the skin itself and looking for spots or suspicious spots. In addition, pollution, tobacco and stress are also harmful to the skin and should be avoided.⁸

The advance of technology, the stressful daily life of the capitalist world and current eating habits have contributed to the growth of sedentarism and obesity, which leads to an increase in chronic diseases. Faced with this reality, the change of lifestyle becomes necessary, with the adoption of a healthy diet and the practice of physical activities.⁹

Zumba© is a gym that uses Latin rhythms, mixed with aerobic movements to produce localized muscle work and increase heart rate, providing cardiovascular work. The movements and choreographies are simple and easy to follow, motivating the students, who follow the rhythm of the music and have fun, besides ensuring a sense of welfare post-lesson, what influences the adherence to the practice of the exercise.⁹

Performing physical activity through dance provides a moment of social interaction between people and physical

welfare, having satisfactory results for the health and quality of life of those who practice it.¹⁰

It is important to emphasize that 97.4% of the evaluations expressed the desire that the action become routine in the work and considered the action as great importance for the promotion of workers' health, being only one evaluation contrary to this idea.

Hospital management has been increasingly concerned with the quality of health care and instituted forms of accreditation to evaluate the work process and improve it. The present study brings significant contributions to health, considering that the health promotion activities of the workers directly influence the satisfaction and productivity of them. The positive impact on the development of daily activities improves the indicators of care and, consequently, customer satisfaction.

This study presents a model of action that is easy to access and achievement, it has shown satisfactory results with the health team, being relevant for the expansion of this routine in other services.

CONCLUSION

The actions culminated in the promotion of welfare and health education, since we received, always, positive evaluations and thanks from the team. It was sought to make workers aware of the importance of self-care so that they can take care of their neighbor. It is also emphasized that continuous health promotion and education actions are necessary for those professionals who are often neglected by the health service they are in. When they receive this care, the professionals feel perceived and valued, and, thus, work in a more satisfactory way, what generates improvement in their quality of life. Therefore, it is extremely relevant to take this intervention as a positive model for future interventions, showing the importance of valuing the professional we have, from our gaze and our care and gigantic actions are not required, but simple and concrete gestures.

This study presented some limitations, among them the short period of time to perform the action, due to the high demand in the sectors and the impossibility of interruption of the activities by the workers. Nevertheless, we could sensitize the team about the importance of the performed activities.

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